

## *Multicultural Queensland – making a world of difference*

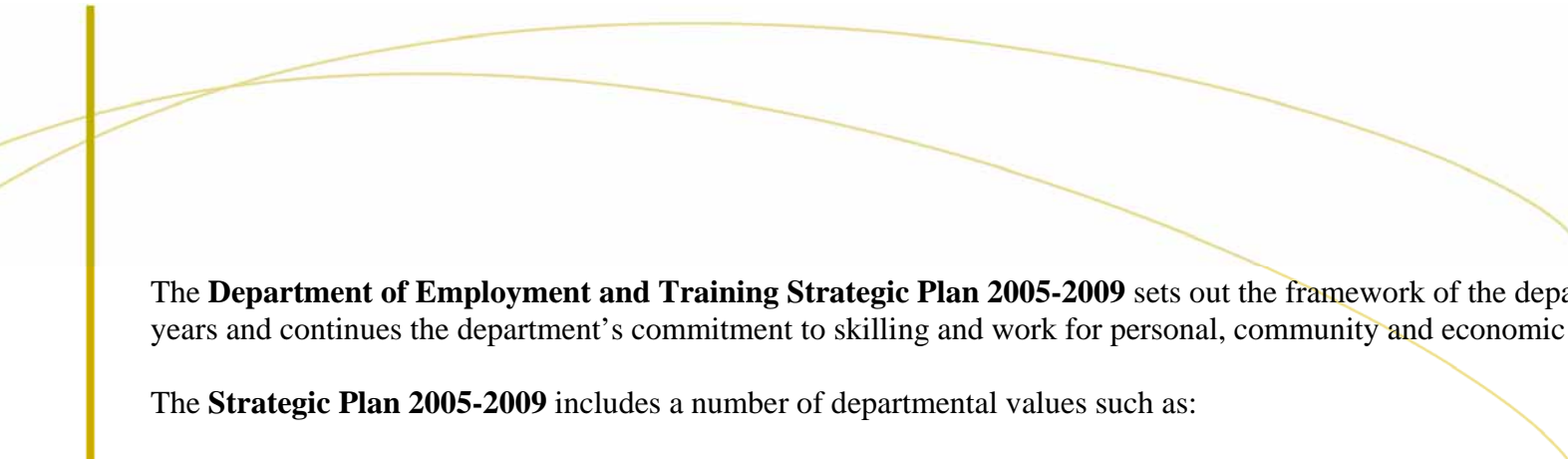


# Multicultural Action Plan

2005 – 2006

Department of Employment and Training  
Corporate Solutions Queensland

7 December, 2005



The **Department of Employment and Training Strategic Plan 2005-2009** sets out the framework of the department's activities for the next four years and continues the department's commitment to skilling and work for personal, community and economic prosperity.

The **Strategic Plan 2005-2009** includes a number of departmental values such as:

- teamwork and partnering that embraces equity and diversity to ensure a workplace with a range of views reflective of the wider community; and
- integrity, where departmental relationships incorporate valuing a diversity of opinions, culture and world views.

The departmental **Multicultural Action Plan** is committed to the following values:

- promoting the economic and cultural benefits of diversity
- ensuring full and easy access to departmental services for all
- assisting community development and participation
- promoting community relations and cohesion.

Consultation was held with all departmental business areas and external stakeholders for the preparation of the **Multicultural Action Plan**, for further information relating to this plan please contact Oscar Zumaeta on [oscar.zumaeta@det.qld.gov.au](mailto:oscar.zumaeta@det.qld.gov.au) or 07 322 52985

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
<b>Supporting communities</b>	<p>Identify initiatives and projects to enable a coordinated response to the needs of jobseekers from non-English speaking backgrounds and to achieve a minimum target of 15% state-wide participation programs under the community employment and targeted traineeship programs.</p> <p>These programs include:</p> <ul style="list-style-type: none"> <li>- Community Jobs Plan – Employment Assistance</li> <li>- Community Jobs Plan – Work Placements</li> <li>- First Start Program</li> <li>- Employment Workshops for Multicultural Jobseekers.</li> </ul> <p>This provides an opportunity for the department to seek relevant feedback from multicultural organisations that are delivering employment and training services to jobseekers from a non-English speaking background on a range of issues impacting on the Queensland Government employment policy. This is achieved through the establishment of the Queensland Multicultural Employment Forum. The forum includes representatives from community organisations, community stakeholder groups and state and commonwealth governments.</p>	Employment and Indigenous Initiatives, Department of Employment and Training	Financial resources and the number of programs in place to support the initiative	Ongoing  Final data for 2005-2006 will be ready by July 2007
<b>Strengthening multiculturalism in the public service</b>	Maintain the role of the Departmental Diversity and Equity Steering Committee in progressing multicultural initiatives and supporting the Culturally and Linguistically Diverse Network.	Departmental Diversity and Equity Steering Committee	Implement the new departmental <b>Equal Employment Opportunity (EEO) Management Plan 2006 -2007</b> , including strategies for Culturally and Linguistically Diverse (CALD) people	January 2006
<b>Strengthening multiculturalism in the public service</b>	Encourage staff to identify themselves with any of the EEO target groups - especially culturally and linguistically diverse staff - using the census pro forma or by inserting their details on AURION (the departmental information system). <ul style="list-style-type: none"> <li>- Remind managers and supervisors to encourage EEO data collection in staff meetings.</li> </ul>	Department of Employment and Training and Corporate Solutions Queensland	EEO data response rate at least 80%. (June 2005 data reflects 71.5% overall response rate)	August 2005

Multicultural policy strategy	Action	Lead responsibility	Performance measures	Timeframe
	- Review induction information with new staff for EEO data collection.	managers and supervisors in conjunction with the departmental Diversity and Equity Steering Committee (DESC)		
<b>Productive diversity – economic strategy</b>	Develop a new project to support staff in gaining qualifications from the National Accreditation Association Translators and Interpreters (NAATI).	Diversity and Equity Steering Committee, Human Resource Strategy and Performance and the DESC-CALD Network	Increase the number of listed staff with NAATI qualifications in the departmental language register	December 2006
<b>Productive diversity – economic strategy</b>	Continue engagement with interpreters in business areas, regions and TAFE institutes.	Business areas, regional offices and TAFE institutes	Data usage of language services including Translating and Interpreter System (TIS) and the departmental language register	December 2006
<b>Strengthening multiculturalism in the public service</b>	Increase representation of culturally, linguistically and religiously diverse staff to support DESC through the Culturally and Linguistically Diverse Network.	Diversity and Equity Steering Committee, Sponsor, the DESC-CALD Network and Human Resource Strategy and Performance	Increase the number of CALD network members and supporters within the Department of Employment and Training and within Corporate Solutions Queensland by 5%	December 2006
<b>Supporting communities</b>	Provide a reasonable budget to support multicultural activities (eg. <i>Harmony Day</i> and quarterly CALD Network staff meetings).	Diversity and Equity Steering Committee, Sponsor and the DESC-CALD Network	DIMIA feedback on <i>Harmony Day</i>  Number of CALD events held during the year	May 2006

<b>Productive diversity – economic strategy</b>	Maintain and enhance the Migrant Work Experience Program, introducing new numbers for intakes per year and/or introducing the program to regional areas.	Corporate Solutions Queensland	Number of migrants participating in the program and employment outcomes	September 2006
<b>Productive diversity – economic strategy</b>	Continue the improvement/evaluation of overseas skills recognition for culturally, linguistically and religiously diverse people.	Training Quality and Regulation – Skills Recognition	Number of qualified or non-qualified migrants receiving qualifications and recognition	September 2006
<b>Strengthening multiculturalism in the public service</b>	Reach diverse communities across the state and continue to work proactively with them to deliver TAFE Queensland English Language and Literacy Services (TELLS).	TELLS	Number of multicultural students attending TELLs training	September 2006
<b>Strengthening multiculturalism in the public service</b>	Continue to support the Adult Migrant English Program (AMEP) and the Language Literacy and Numeracy Programs (LLNP).	TELLS	Number of migrants attending TAFE AMEP and LLNP classes	September 2006